

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2022/2023

DOB5114 – ORGANISATIONAL BEHAVIOUR

(All sections/groups)

7th July 2023

09.00 a.m.-11.00 a.m.

(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **FIVE (5) pages** excluding this cover page.
2. Answer **ALL** questions. The distribution of the marks for each question is given.
3. Total marks for this exam are 100 marks.
4. Please write your answers in the answer booklet provided.

SECTION A: There are 20 multiple choice questions. Each question carries 1.5 marks. Please answer all.

1) _____ get things done through other people. They make decisions, allocate resources, and direct the activities of others to attain goals.

- A) Assistants
- B) Managers
- C) Secretaries
- D) Interns
- E) Apprentices

2) Which of the following is an example of organizational behavior?

- A) Profits
- B) Job satisfaction
- C) Perks
- D) Individuals
- E) Collective bargaining

3) Malcolm Industries recently hired a large number of workers for the company's new construction factory in Colorado. During the hiring process, the management made a clear effort to recruit physically strong individuals because the work at the factory involves manual operations. The jobs need to be performed by individuals who have the energy and physical stamina to work for long hours. Which of the following surface-level characteristics did the company most likely concentrate on when selecting the new workers?

- A) Age
- B) Values
- C) Beliefs
- D) Religion
- E) Personality

4) Which of the following questions refers to the degree of perceived organizational support among employees?

- A) Do you believe that employee engagement has a large impact on productivity?
- B) Do you believe there is sufficient employee engagement in your department?
- C) Do your beliefs align with the organization's vision and long-term goals?
- D) Do you feel the long-term goals on sustainable work practices are workable?
- E) Do you feel the organization has sufficient recognition rewards to value good work?

Continued ...

5) Which of the following is referring to the correlation between salary and job satisfaction?

- A) Pay is not related to job satisfaction for employees in underdeveloped countries.
- B) Salary and perks do not have a role in the overall happiness of employees from poor countries.
- C) Pay does not play a critical role in job satisfaction when an individual reaches a level of comfortable living.
- D) Financial perks and benefits always create job satisfaction irrespective of standards of living.
- E) High salary level always creates organizational commitment.

6) Which of the following is *not* true regarding emotion regulation?

- A) It can be defined as a person's ability to understand the meaning of emotions.
- B) People engaging in emotion regulation might try to cheer themselves when they're feeling down.
- C) It involves identifying and modifying the emotions one feels.
- D) Emotion regulation is a strong predictor of task performance for some jobs and organization citizenship behavior.
- E) Surface acting has only a minimal effect on emotion regulation.

7) According to the Myers-Briggs Type Indicator (MBTI) classification, people belonging to the _____ type are practical and prefer routine order and focus on details.

- A) sensing
- B) extraverted
- C) feeling
- D) perceiving
- E) intuitive

8) Valerie Sinclair, a climate campaigner at an environmental organization, invariably uses rationale to make decisions for project implementation. She believes that the right decisions can be made only through scrutiny and analysis. Each time she needs to make a decision, she weighs all options before taking action. Which of the following is a characteristic of Sinclair's personality type according to the Myers-Briggs Type Indicator (MBTI) classification?

- A) Intuitive
- B) Introverted
- C) Thinking
- D) Feeling
- E) Perceiving

Continued ...

- 9) The _____ element of motivation describes how hard a person tries to achieve doing something.
- A) intelligence
 - B) experience
 - C) direction
 - D) intensity
 - E) persistence
- 10) Which of the following needs in Maslow's hierarchy refers to the drive to become what one is capable of becoming?
- A) Social-belongingness
 - B) Self-actualization
 - C) Physiological
 - D) Esteem
 - E) Safety-security
- 11) The emotional sharing function of communication involves _____.
- A) managers motivating employees by setting specific goals
 - B) management communicating company policies to employees
 - C) managers training employees in decision-making strategies
 - D) members of the organization following their job descriptions
 - E) members of the organization showing their satisfaction and frustrations
- 12) Communication that flows from one level of a group or organization to a lower level is known as _____.
- A) intrapersonal communication
 - B) downward communication
 - C) upward communication
 - D) lateral communication
 - E) horizontal communication
- 13) As an upper - level manager in his organization, Lionel Tucker has been asked to mentor a less experienced, lower-level employee. His boss wants both the lower-level employee and Lionel to have input into the relationship. Lionel is not happy with the request because he feels his workload is already too heavy. Lionel reluctantly agrees to the request because he _____.
- A) thinks the lower-level employee is falling behind
 - B) cannot see any way out of the request
 - C) owes his boss a favour
 - D) believes in network ties
 - E) thinks the relationship will be beneficial to him

Continued....

14) Which of the following can be used to understand how power and politics in an organization can assist to aim for career goals?

- A) Counselling
- B) Constructing personal relationships
- C) Mapping personal political career
- D) Alleviating personal power
- E) Positioning personal power system

15) Studies demonstrate that _____ conflicts are almost always _____.

- A) relationship; formal
- B) relationship; informal
- C) relationship; dysfunctional
- D) relationship; functional
- E) task; reactive

16) Mike and Keith are within the same team; they work well with other people in the same team but don't get along with each other. This type of conflict can best be described as _____.

- A) intragroup
- B) bilateral
- C) intergroup
- D) dyadic
- E) dual

17) The basis by which jobs are grouped is known as _____.

- A) social clustering
- B) span of control
- C) work specialization
- D) centralization
- E) departmentalization

18) Procter & Gamble has separate departments for Tide, Pampers, Charmin, and Pringles. This is an example of departmentalization by _____.

- A) function
- B) process
- C) geography
- D) product
- E) interest

Continued

- 19) Which of the following statements refers to an organization's culture?
- A) Organizational culture is evaluative rather than descriptive.
 - B) Large organizations rarely have subcultures.
 - C) A dominant culture expresses the core values shared by a majority of the organization's members.
 - D) A strong culture reduces employee satisfaction and increases employee turnover.
 - E) Subcultures and dominant cultures do not share any common values.
- 20) Which of the following is most likely to result from a strong organizational culture?
- A) High organizational commitment
 - B) Low employee satisfaction
 - C) Low loyalty
 - D) High absenteeism
 - E) Low behavioral control resulting from the climate within the organization

(TOTAL: 30 MARKS)

SECTION B: There are 4 structure questions. Please answer all.

QUESTION 1

Karen is upset with her supervisor because her application for vacation days has been rejected. She is experiencing a very low level of job satisfaction but cannot afford to quit her job. Describe **FOUR (4)** potential responses that Karen might take due to her dissatisfaction. Predict the outcome of Karen's behavior.

(15 MARKS)

QUESTION 2

Identify and explain **FIVE (5)** primary characteristics that capture the essence of an organization's culture.

(15 MARKS)

QUESTION 3

Identify and discuss the **FOUR (4)** factors that make up successful teams.

(20 MARKS)

QUESTION 4

Describe and explain the **FOUR (4)** functions of communication.

(20 MARKS)

(TOTAL: 70 MARKS)

End of paper